



# Need Help?

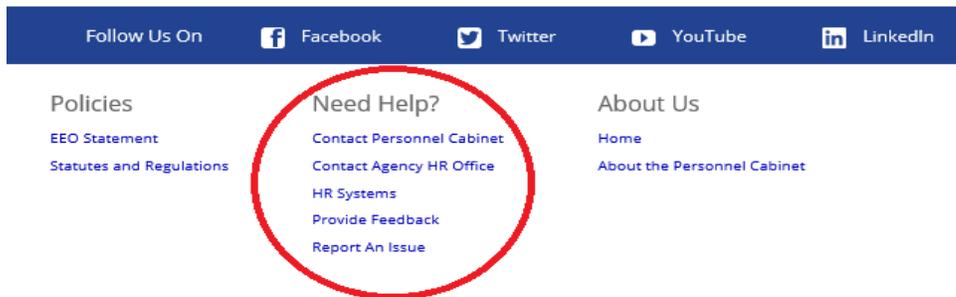
## Instructions for Seeking Assistance from within a Personnel Cabinet System or Website



Regardless of which Personnel Cabinet system or website you are accessing, help is only a few clicks away! See below for instruction on how to seek assistance from any of these systems or websites.

### Personnel Cabinet Website

At the bottom of the page on any of our websites, you'll find the footer with a section that says "Need Help?"



- Contact Personnel Cabinet: Provides access to a webpage listing of Personnel Cabinet contacts for all program areas within the entire cabinet. Includes phones numbers and email addresses.
- Contact Agency HR Office: Provides access to:
  - Agency HR Directory: Maintained by the Personnel Cabinet, this listing is broken out by cabinet and within each cabinets' section, you'll find agency contact information for all HR areas.
  - Listing of State Agencies: This links to an external directory, maintained by ky.gov, providing physical addresses and phone numbers for all state agencies.
- HR Systems: Provides known status of all HR systems.
- Provide Feedback: Follow and complete web form prompts to submit a comment to the Personnel Cabinet.
- Report an Issue: Follow and complete web form prompts to report an issue to the Personnel Cabinet.

### Kentucky Human Resources Information System (KHRIS)

When you're logged into KHRIS Employee Self-Service, you can access help as follows.



Select the **Need Help?** link and the following information will appear. Access is given to the agency HR directory as well as the Provide Feedback feature. System requirements are also provided.

For assistance, see below.

**HUMAN RESOURCE (HR) ISSUES:** If you need to speak to someone about an HR issue, please contact your agency HR office for assistance. A complete listing of agency HR contacts can be found at <https://personnel.ky.gov/DHRA/exceperspayconslst.pdf>.

**TECHNICAL ISSUES:** Most technical issues can be resolved by referring to the system requirements noted below. For any other technical issue, you may reach the Personnel Cabinet using the Provide Feedback form, available at <https://personnel.ky.gov/layouts/15/PersFeedBack/PersFeedBack.aspx>.

#### KHRIS Portal System Requirements

**PLEASE READ ALL.** Below we have provided a summary of the minimum system requirements you will need to access your KHRIS information.

##### Browser Versions recommended for the KHRIS portal:

Microsoft Internet Explorer version 11\* or higher, including Windows Edge browser.  
Chrome most versions \*\*  
Safari on tablets - all versions  
Safari on Mac - all versions  
Android internet application on tablet - most versions \*\*  
Firefox most versions (Firefox quantum may not work with some applications) \*\*

##### Mobile Operating Systems recommended for the KHRIS portal:

Apple IOS  
Android later versions \*\*

##### Pop-up Blockers:

Pop-up blockers **MUST** be **TURNUED OFF** to use KHRIS.  
Pop-up blockers prevent pop-up windows from opening. This protects you from unwanted advertising solicitations.  
If your pop-up blocker security settings are set to "on" some content may also be inadvertently blocked.  
Use these instructions to turn them off: From Internet Explorer, click Tools > slide mouse down to Pop-up Blockers > Choose Turn-off Pop-up blockers  
Tablets and mobile devices vary regarding how to turn off pop-up blockers, please refer to your devices user guide.

##### Screen resolution:

If your resolution is below 1280 x 960, some items may not fit on the screen.  
Zooming your screen to more than 100% may cause issues, therefore, it is recommended to keep your screen at 100%.

##### Viewing forms within KHRIS (Salary statement, Time statement etc.):

The most recent version of Adobe Reader should be installed to correctly view/display forms. To get the most recent version, go to <https://get.adobe.com/reader/> or contact your Technical admin.

Contact us...Need additional help? See below for contact information:

- Login issues or Password resets - Commonwealth service desk at (502)564-7576, or toll free at (800)372-7434
- KHRIS help (such as Time entry and data maintenance issues) - Contact your HR Admin who can address your concern and/or open a ticket with the KHRIS technical team.

\* Internet Explorer 11 users may need to include KHRIS.ky.gov as a trusted site. To do so, follow this path. Open Internet Explorer 11 > Click Tools > Click Internet Options > Click the Security tab > Click on Trusted Sites > Click the Sites button > Type KHRIS.ky.gov then click the Add button > Close all windows and the browser then try again.

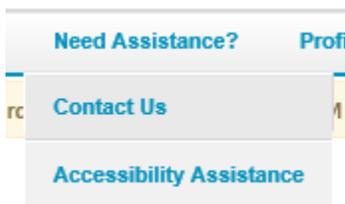
\*\* May experience limited KHRIS functionality.

## MyPURPOSE

When logged into MyPURPOSE, you can access help as follows:



Select the **Need Assistance?** link and the following options will appear.



Selecting **Accessibility Assistance** will provide system requirements and navigation tips.

Selecting **Contact Us** will produce an additional "Click Here" selection screen and then the following screen will appear:

**Do you have any questions?  
Having issues with our site?  
Let us know.**

**Full Name:**

Full Name

**Email:**

Email Address

**Phone#:**

Phone Number

**Area of concern:**

**Upload attachment:**

Complete the web form, using the Area of Concern to identify what you need assistance with. Upon submission, your concern will be promptly addressed by someone at the Personnel Cabinet. Email notifications are provided when the request is received and closed.